

Update to ACO REACH CAHPS Survey Vendor Webinar Training

CMS/CMMI

Wednesday, April 10, 2024, 12PM-1:30PM ET



Update to ACO REACH CAHPS Survey Vendor Webinar Training

- Attendees must remain connected via web and/or telephone
 - Web with computer audio, or
 - Web with telephone audio
 - Do not connect via computer audio and telephone audio simultaneously
- If you get disconnected or have technical problems, click the “Q&A” icon to send a message or email acoreachcahps@rti.org.
 - If emailing acoreachcahps@rti.org, include a phone number where you can be reached.

Update to ACO REACH CAHPS Survey Vendor Webinar Training (cont'd, 2 of 2)

- Your sound will be muted during the presentation
- During the training, you can submit questions via the Q&A icon
- We will pause to answer questions after each major topic
 - During this pause we will also take questions live

Section 1: Overview of Update Training

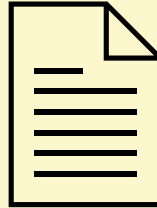
Training Requirements

- **Update Training** is mandatory for returning key staff from returning vendors and subcontractors
 - Returning vendors are those that were approved for ACO REACH CAHPS in PY 2023
 - Vendor's Survey Administrator – all modules and certification exam are mandatory
 - Key staff at vendor and subcontractor – modules relevant to their tasks are mandatory
- New staff from returning vendors and subcontractors must complete the **Introductory Training**

Agenda

- Revisions to
 - ACO REACH CAHPS Introduction and Overview
 - Roles and Responsibilities
 - Sampling Protocols
 - Data Collection Protocols
 - Data Coding and Preparation
 - Data Submission
 - Data Analysis and Reporting
 - Data Confidentiality and Data Security
 - Oversight
- Online Training Evaluation

ACO REACH CAHPS Survey Materials



Final survey materials:

<https://acoreachcahps.org/Survey-and-Protocols> 

Tracked changes versions of survey materials will be
emailed

Training Attendance, Evaluation, and Other Reminders

- Throughout the training, please note key dates and details pertinent for ACO REACH CAHPS Survey Vendors
- Complete the Training Evaluation Survey at the end of the webinar
- ACO REACH CAHPS Survey Administrators must complete the Training Certification by April 15 if seeking to become a fully approved vendor

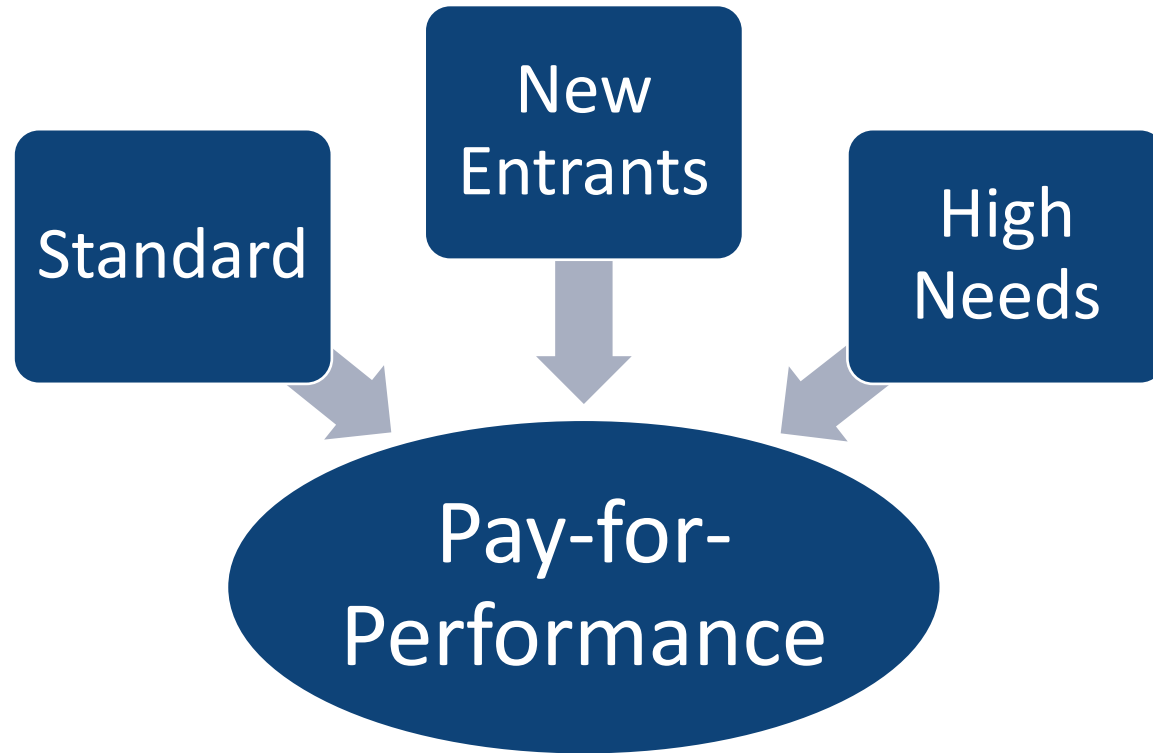
Questions?

Section 2: Revisions to ACO REACH CAHPS Introduction and Overview

ACO REACH CAHPS Quality Assurance Guidelines – Chapters 1-2

ACO REACH Model

Types of REACH ACOs



Instrument Changes for PY 2024 ACO REACH CAHPS

- Mail and Telephone Instrument Revisions
 - Minor formatting and punctuation changes
 - Omission of two open ended questions
 - Revision to the order of response options in the race question
- Telephone Instrument Revisions
 - Revision to the introductory questions in the series of questions about activities of daily living
 - “If needed” text to differentiate no care received from any providers in last 6 months compared to no care received from focal provider
 - If no care from any provider, then ineligible
 - If no care from focal provider, then continue

ACO REACH CAHPS Survey – PY 2024 Key Dates and Deadlines



PY2024 ACO REACH CAHPS Survey	Date(s)
Vendor Application, Approval and Authorization	
Survey vendor registration and application begins	12/14/2023
Survey vendor application period	12/14/2023 – 01/16/2024
Intro to ACO REACH CAHPS Survey Vendor Webinar Training	04/03/2024 - 04/10/2024
Update to ACO REACH CAHPS Survey Vendor Webinar Training	04/10/2024
List of conditionally approved ACO REACH CAHPS vendors is available on ACO REACH CAHPS website and disseminated to REACH ACOs	04/17/2024
Survey vendor Quality Assurance Plan submission deadline	05/09/2024
List of fully approved ACO REACH CAHPS vendors is available on ACO REACH CAHPS website and disseminated to REACH ACOs	06/07/2024
REACH ACOs authorize a survey vendor for the PY2024 ACO REACH CAHPS Survey	06/07/2024 – 08/02/2024

ACO REACH CAHPS Survey Overview – Timeline



PY2024 ACO REACH CAHPS Survey	Date
Beneficiary Data Collection by Survey Vendors	
Beneficiary sample downloaded by survey vendors	08/19/2024
1 st Questionnaire mailed	09/09/2024
Vendor Help Desk open	09/10/2024
Reminder/Thank you postcard mailed	09/30/2024
Non-response follow-up (2 nd) questionnaire mailed	10/15/2024
Telephone (CATI) non-response follow-up	11/12/2024 – 12/06/2024
Last day to receive questionnaires by mail	12/6/2024
REACH ACOs can remove Waiting Room FAQs	12/6/2024
Data Submission	
1 st interim data submission due date	10/07/2024
2 nd interim data submission due date	11/25/2024
Final data submission due date	01/13/2025

Questions?

Section 3: Revisions to Roles and Responsibilities

ACO REACH CAHPS Quality Assurance Guidelines – Chapter 3

Survey Vendor Roles and Responsibilities

Enhancing data security via DUAs and BAAs

- Sign a **Data Usage Agreement (DUA)** with CMS
 - Managed through CMS' EPPE system
 - Vendors sign annually
 - Vendors receive DUA confirmation from EPPE
 - Vendors email ACO REACH CAHPS Survey Coordination Team their DUA confirmation
- Sign a **Business Associate Agreement (BAA)** with REACH ACO
 - CMS recommends vendors include a BAA with their REACH ACOs in the respective contracts

Questions?

Section 4: Revisions to Sampling Protocols

ACO REACH CAHPS Quality Assurance Guidelines – Chapter 4

Sample File Preparation

- Beneficiary eligibility criteria updates
 - If two or more sampled beneficiaries are living in the same household CMS attempts to switch out duplicate household members and replace them with an alternate beneficiary from the same ACO.
 - However, if no alternates in the ACO are available, no switch out is done. The sampled beneficiaries from the same household remain part of the sample.
 - Eligibility is limited to people whose addresses are in the 50 US States or one of the US Territories (comprised of Puerto Rico, Guam, the U.S. Virgin Islands, Northern Mariana Islands, and American Samoa)

Focal Provider Data Elements

- PRTITLE_VIS
 - MD: physicians
 - NP: nurse practitioners
 - PA: physician assistants
 - **Blank: Use only the first and last name of the provider**

Sampled Cases to Remove

- After survey vendors receive the sample file, review for cases to remove
- Remove cases
 - On a Do Not Contact List
 - On the survey vendor's Do Not Contact List or
 - On the client REACH ACO's Do Not Contact List
 - With non-US or APO/FPO addresses in the sample
 - US Territories should be included
- Assign final disposition of 200-Excluded from Survey

Address and Telephone Verification

Address and Telephone Number Verification Sources

1. Use of updated beneficiary lists supplied by ACOs is required, if received
 - Vendors cannot give a list of the sampled beneficiaries to the REACH ACO
2. Use of a commercial address and phone number lookup is required

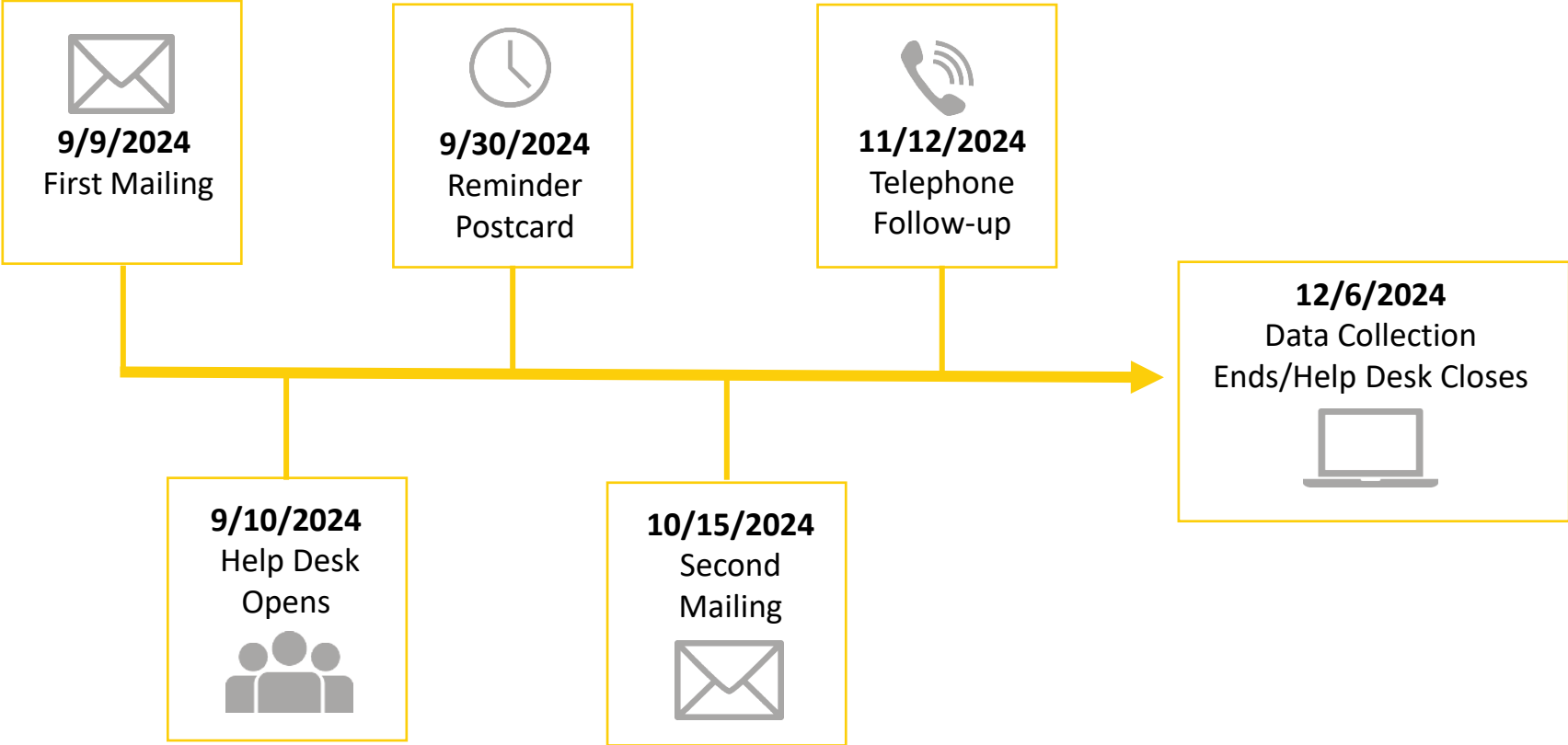
Consider the information received from ACOs as the best patient contact information

Questions?

Section 5: Revisions to Data Collection Protocols

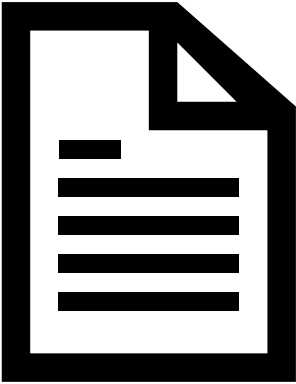
ACO REACH CAHPS Quality Assurance Guidelines – Chapter 5

Data Collection Schedule



Changes to Cover Letter Requirements

Survey vendors can elect to print the cover letter in color or in black and white



Revisions to Mail Surveys – Race

Tracked changes version of survey materials

- Re-ordered race categories to alphabetical order

52. What is your race? Mark one or more.

- American Indian or Alaska Native
- Asian – Please Specify →
 - Asian Indian
 - Chinese
 - Filipino
 - Japanese
 - Korean
 - Vietnamese
 - Other Asian
- Black or African American
- Native Hawaiian or Pacific Islander – Please Specify →
 - Guamanian or Chamorro
 - Native Hawaiian
 - Samoan
 - Other Pacific Islander
- White

Other Revisions to Mail Surveys

Tracked
changes version
of survey
materials

- Removed open end data collection of other language spoken at home and other help received

47. What is the language you speak at home?

- Spanish
- Chinese
- Korean
- Russian
- Vietnamese
- Some other language

Please print: _____

54. How did that person help you? Mark one or more.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

Please print: _____

Other Revisions to Mail Surveys (cont'd, 2 of 2)

Tracked
changes version
of survey
materials

- Corrected and cleaned up typos identified during PY 2023 QAP review of mailing materials, i.e., adding period to end of sentence, correcting which response option is selected in mail survey instructions, bolding a word.
- These were either already correct in vendor materials or feedback was provided for vendor to correct them during QAP review.

Help Desk Requirements

QAG
Section
5.10.1

- Staff must have the capability to start a CATI interview with an inbound caller

Required Phone Attempt Criteria



Vendors must attempt to reach every beneficiary identified for phone follow-up



Leaving voicemail messages is required



CMS recommends voicemail messages be left on the 2nd and 4th call attempts

Interviewer Training: Telephone Follow-Up Protocols

FAQs for Interviewer

- Reading questions verbatim
- Using the status code 190 – Ineligible: Did Not Receive Care in the Last 6 Months
 - The FAQs provide guidance on when to use this or another status code
 - A sample member who never saw this provider,
 - A sample member who didn't see this provider in the last 6 months, versus
 - A sample member who didn't see any providers in the last 6 months.

Why should I do this?/Purpose

The survey helps the Centers for Medicare & Medicaid Services and Medicare health care providers understand where and how care may need to be improved.

I never saw that doctor/ didn't see that doctor in the last 6 months.

In that case, you'll skip over the questions about that doctor and answer a shorter set of questions about other providers you saw in the last 6 months.

I didn't see any providers in the last 6 months.

This survey is only for Medicare beneficiaries who received health care in the last 6 months. Thank you for your time, goodbye.

Revisions in All Telephone Scripts

Tracked changes version of survey materials

- Revisions to questions about difficulty performing daily activities

Q48Intro

The next questions ask if, because of a health or physical problem, (you are/[FNAME] [LNAME] is/your [PROXY_RELATION]) is) unable to do, or have any difficulty doing daily activities.

Q48

The first activity is bathing. Because of a health or physical problem, (are you/is [FNAME] [LNAME]/is your [PROXY_RELATION]) unable to do or have any difficulty bathing? Would you say...

- 1 Unable to do this activity
- 2 Yes, have difficulty doing this activity, or
- 3 No, do not have difficulty doing this activity.

98 <DON'T KNOW>

99 <REFUSED>

Q49

And because of a health or physical problem, (are you/is [FNAME] [LNAME]/is your [PROXY_RELATION]) unable to do or have any difficulty dressing? (READ ANSWER CHOICES ONLY IF NEEDED)

- 1 UNABLE TO DO THIS ACTIVITY
- 2 YES, HAVE DIFFICULTY DOING THIS ACTIVITY, OR
- 3 NO, DO NOT HAVE DIFFICULTY DOING THIS ACTIVITY.

98 <DON'T KNOW>

99 <REFUSED>

Q50

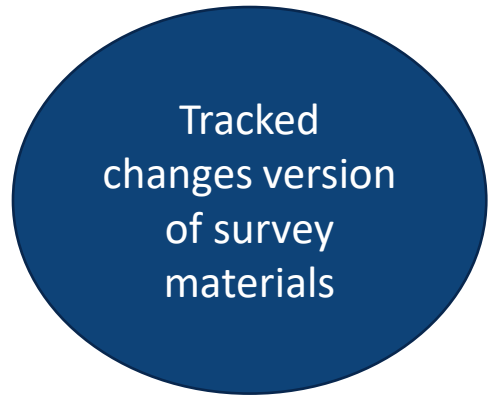
And eating? (BECAUSE OF A HEALTH OR PHYSICAL PROBLEM, (ARE YOU/IS [FNAME] [LNAME]/IS YOUR [PROXY_RELATION]) UNABLE TO DO OR HAVE ANY DIFFICULTY EATING?) (READ ANSWER CHOICES ONLY IF NEEDED)

- 1 UNABLE TO DO THIS ACTIVITY
- 2 YES, HAVE DIFFICULTY DOING THIS ACTIVITY, OR
- 3 NO, DO NOT HAVE DIFFICULTY DOING THIS ACTIVITY.

98 <DON'T KNOW>|

99 <REFUSED>

Revisions in All Telephone Scripts – Race



Q57_Intro

PROGRAMMING NOTE: FOR Q57a THROUGH Q57e4: XML FILE PREPARATION, CONVERT ALL “2 – NO” RESPONSES TO “M – MISSING.”

I am going to read a list of race categories. I must ask about all categories in case more than one applies. You may choose one or more of the following: (Are you/Is [FNAME] [LNAME]/Is your [PROXY_RELATION])

(IF THE RESPONDENT wants to know why you are asking what race the patient is, say “We ask about race for demographic purposes only.”)

READ ALL RACE CATEGORIES, PAUSING AT EACH RACE CATEGORY TO ALLOW PATIENT TO REPLY TO EACH RACE CATEGORY.

IF THE RESPONDENT DOES NOT PROVIDE A RESPONSE, STAYS SILENT, AFTER READING A RACE CATEGORY: SELECT “M – NOT ASCERTAINED/ANSWERED” TO MOVE FORWARD.

Q57c

American Indian or Alaskan Native?

- 1 YES
- 2 NO

- 98 <DON’T KNOW>
- 99 <REFUSED>
- M <NOT ASCERTAINED/ANSWERED>

Q57d

Asian?

- 1 YES
- 2 NO [GO TO Q57b]

- 98 <DON’T KNOW> [GO TO Q57b]
- 99 <REFUSED> [GO TO Q57b]
- M <NOT ASCERTAINED/ANSWERED> [GO TO Q57b]

[PROGRAMMER NOTE: IF Q57d=2/98/99/M THEN CODE Q57d1-Q57d7 AS 88]

Q57d1

(Are you/Is [FNAME] [LNAME]/Is your [PROXY_RELATION]) Asian Indian?

- 1 YES
- 2 NO

- Interviewers should read the introduction to the question
- Read the first race category
- Pause for a response
- Proceed to read the next race category
- Pause and proceed

Other Revisions to Telephone Surveys

Tracked
changes version
of survey
materials

- Added text at Q1 to code beneficiaries that had no care in last 6 months as ineligible. Interviewers should read only if needed. This text is already also at Q27 and Q29Intro.

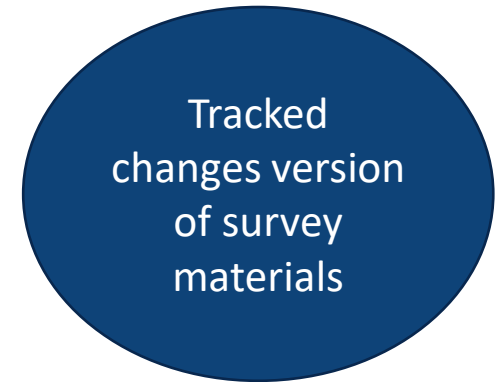
Q1

Our records show that in the last 6 months [you/[FNAME] [LNAME]/your [PROXY_RELATION]] visited a provider named [PRFNAME_VIS] [PRLNAME_VIS], [PRTITLE_VIS]. Is that right?

- 1 YES
- 2 NO [IF NO, GO TO Q26Intro]

- 98 <DON'T KNOW> [IF DK, GO TO Q26Intro]
- 99 <REFUSED> [IF REF, GO TO Q26Intro]

(IF NEEDED: IF RESPONDENT STATES THEY DID NOT SEE ANY PROVIDERS IN THE LAST 6 MONTHS: "Since you did not receive health care services in the last 6 months those are all the questions I have for you. Thank you for your time. Goodbye." EXIT CASE, ASSIGN STATUS CODE 190.)



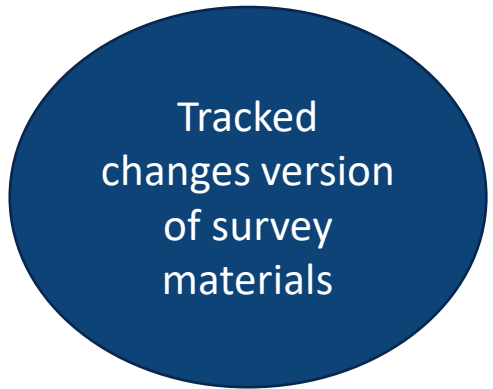
Other Revisions to Telephone Surveys (cont'd, 2 of 4)

- Removed open end data collection of other language spoken at home
- Other help received (removed in mail survey but) not collected in CATI

Q47
 What is the language (you speak/[FNAME] [LNAME] speaks/your [PROXY_RELATION]) speaks) at home? *(READ ANSWER CHOICES ONLY IF NEEDED)*

- | | |
|-------|--|
| 1 | SPANISH |
| 2 | CHINESE |
| 3 | KOREAN |
| <hr/> | |
| 4 | RUSSIAN |
| 5 | VIETNAMESE |
| 6 | SOME OTHER LANGUAGE [SPECIFY] |
| 98 | <DON'T KNOW> |
| 99 | <REFUSED> |





Tracked
changes version
of survey
materials

Other Revisions to Telephone Surveys (cont'd, 3 of 4)

- Added programmer note to clarify coding instructions for response categories

Q57d
Asian?

1	YES	
2	<u>NO</u>	[GO TO Q57b]
98	<DON'T KNOW>	[GO TO Q57b]
99	<REFUSED>	[GO TO Q57b]
M	<NOT ASCERTAINED/ANSWERED>	[GO TO Q57b]

[PROGRAMMER NOTE: IF Q57d=2/98/99/M THEN CODE Q57d1-Q57d7 AS 88]

Other Revisions to Telephone Surveys (cont'd, 4 of 4)

- Corrected and cleaned up typos identified during PY 2023 QAP review of CATI screenshots, i.e., closed parentheses, changed “you” to “them,” added “s” where needed.
- These were either already correct in vendor materials or feedback was provided for vendor to correct them during QAP review.

Tracked
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materials

Questions?

Section 6: Revisions to Data Coding and Preparation

Quality Assurance Guidelines – Chapter 6

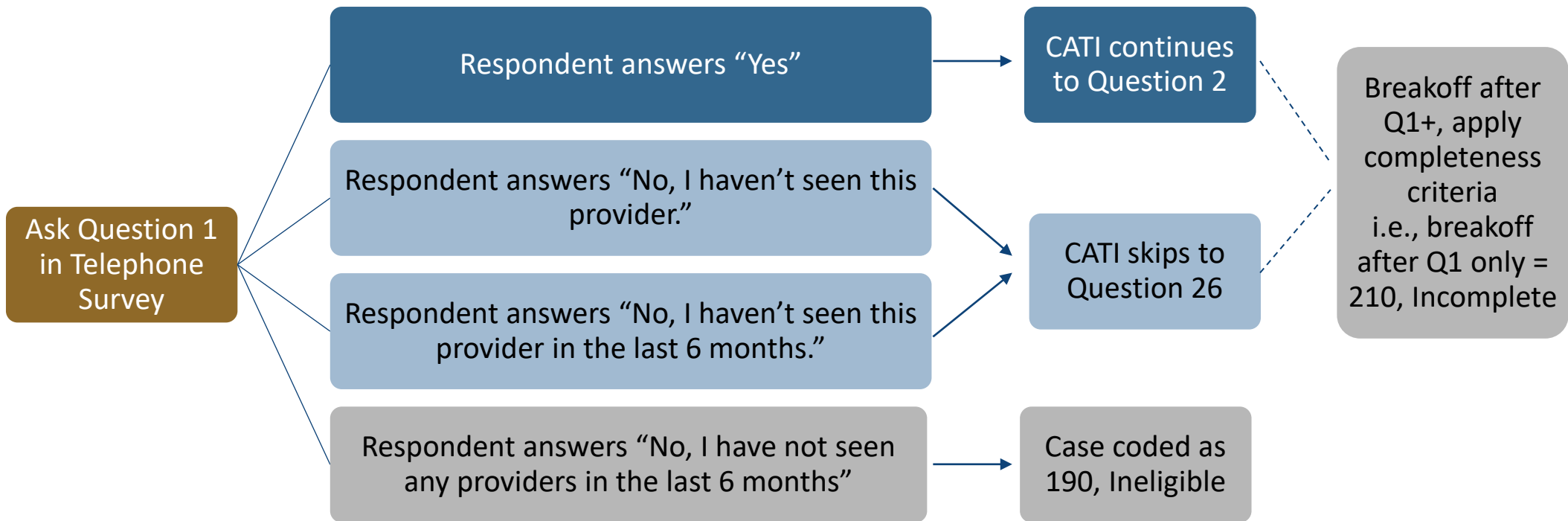
Mail and Telephone Follow-Up Protocols



Mail

Telephone

Mail and Telephone Follow-Up Protocols (cont'd, 2 of 2)



Survey Completeness Criteria



Complete

- Responses for at least 50% or more of the Applies to All (ATA) items AND
- A response to at least 1 Scored survey item
- 50% = ≥ 14 for Standard and New Entrants Surveys
- 50% = ≥ 15 for High Needs Survey
- A response of “CATI, USING A PROXY” counts towards the number of ATA items answered
 - Q58=86 St/NE
 - Q64=86 HN

Questions?

Section 7: Revisions to Data Submission

ACO REACH CAHPS Quality Assurance Guidelines – Chapter 7

Preparing the Data Submission Files – Timing

1st Interim Data Submission Deadline

11:59 PM Eastern Time

October 7, 2024

2nd Interim Data Submission Deadline

11:59 PM Eastern Time

November 25, 2024

Final Data Submission Deadline

11:59 PM Eastern Time

January 13, 2025

COMPLETE

Questions?

Section 8: Revisions to Data Analysis and Reporting

ACO REACH CAHPS Quality Assurance Guidelines – Chapter 8

CMS Provision of CAHPS Reports to REACH ACOs

- CMS
 - Is responsible for scoring the ACO REACH CAHPS data
 - Provides REACH ACOs with an Annual Quality Report
- Results included in the PY 2024 Annual Quality Report
 - All question wordings and domain composition
 - Patient-mix adjusted scores for all domains
 - Frequency distributions for scored questions
 - Responses distributions for all response options for unscored questions
 - PY 2024 highest benchmark threshold met for each domain
 - All results show for the individual REACH ACO, plus results across the ACO REACH Model
- CMS provides training and learning opportunities to REACH ACOs to help improve quality
- No need for survey vendor to provide REACH ACO with quality improvement training

Questions?

Section 9: Data Confidentiality and Data Security

**ACO REACH CAHPS Quality Assurance Guidelines – Chapter 9
Requirements apply to vendors and subcontractors who have access to PII**

Safeguarding Beneficiary Data

- Electronic Security of Beneficiary Data
 - Offsite data storage is permitted for data backup, including cloud storage

Questions?

Section 10: Revisions to Oversight

ACO REACH CAHPS Quality Assurance Guidelines – Chapter 10

Timeline for PY 2024

Oversight Task	Tentative Timing of Oversight Task
Training-approved vendors submit initial Quality Assurance Plans (QAP)	On or before May 9, 2024
CMS reviews QAPs from training-approved vendors; vendors revise and resubmit QAP, where requested.	May 10 – May 20, 2024
CMS reviews revised QAPs	May 21 – June 7, 2024
Vendors are approved	June 7, 2024
Vendors submit second QAPs with completed templates of all mail survey materials and CATI screenshots	On or before August 2, 2024
CMS reviews second QAPs	August 5 - August 30, 2024
Vendors submit mail interim data files	October 7, 2024
CMS review vendors' mail interim data file	October 8 - 29, 2024
Site visits	November 2024 – January 2025
Vendors submit mail/CATI interim data file	November 25, 2024
CMS reviews vendors' mail/CATI interim data file	November 26 - December 20, 2024
Vendor submit final data files submitted	January 13, 2025
CMS reviews final data files	January – February 2025

Conducting Remote Survey Operations

- Vendors and their subcontractors who will work remotely for any portion of their mail and/or telephone operations ACO REACH CAHPS must submit an Exceptions Request Form (ERF) to CMS for review for approval.
- Review and update the ERF after submitting the vendor application
- ERF is located on the website
 - Login into website
 - Vendors tab → Exceptions Request Form
 - Edit
- Update any time there are changes to remote work protocol

Questions?

Section 11: Online Training Evaluation

ACO REACH CAHPS Quality Assurance Guidelines, Chapter 10

Training Certification

Final Reminder

All conditionally approved ACO REACH CAHPS Survey Administrators for vendors must log onto the ACO REACH CAHPS website and complete the Training Certification by

April 15, 2024

Thank You!

- The Training Certification Exam will be available on the website beginning tomorrow at 8:00 AM Eastern Time.
- Please complete the Training Session Evaluation Survey upon exiting this training.
- Thank you for your participation in the Update to Accountable Care Organization Realizing Equity, Access, and Community Health (ACO REACH) CAHPS Survey Vendor Webinar Training!

ACO REACH CAHPS Support



<https://acoreachcahps.org/> 



Toll-Free Number
Vendors: 1-833-870-0486
REACH ACOs: 1-888-734-6433



Email
Vendors: acoreachcahps@rti.org
REACH ACOs: ACOREACH@cms.hhs.gov



Quality Assurance Guidelines